

December 7, 2015

To: FCC

From: Cindy Spenner, Educational Technology Coordinator

Billed Entity Name: Bishop Heelan Catholic Schools

BEN: 16038318

RE: Requesting an appeal of Issue with Bear Form online INV#2258521, FRN#2613311

To whom it may concern,

I had filed my online BEAR form for Verizon wireless – SPIN 143000677 on Oct. 6, 2015. On Oct. 15, 2015 I received an email notice that there was an issue with my filing.

On Oct. 7, 2015, I underwent major surgery (total knee replacement) keeping me off work for 8 weeks and I have just returned to work today, Dec. 7, 2015.

While on medical leave, I did attempt to submit an extension request but apparently I only submitted a question on how to submit an extension as I had never had to do that before. While on medical leave, I did attempt follow up on my emails but was very confused on what to do to correct the issue (Please note that I have been under a doctor's care and taking heavy pain meds this entire time). I can provide medical documentation of this timeframe if you need it.

I would am requesting an extension to allow me to resubmit the BEAR form for Form 471: 961752, FRN #261331, SPIN number 143000677, as I know have the correct information to complete it. I have attempted to provide as much info as necessary to prove my position but if you need further info, you can contact me directly at: 712-253-8061 or cindy.spenner@bishopheelan.org

Thank you for consideration of my request.

Cindy Spenner

** I'm prepared to file the new BEAR form ASAP - this is a large amt of money for our school and I only missed the extension due to my medical condition **

Email Sent to All Staff of my Status

Spenner, Cindy

From: Spenner, Cindy
Sent: Saturday, December 5, 2015 1:07 PM
To: All BHCS Faculty Staff and Admin Office
Subject: Status update

I have been cleared to return to work "as tolerated", starting Monday, Dec. 7th.

I have a couple of conditions I need to be a cautious of:

- Due to adverse reaction to pain meds, I am about 2 weeks behind where I should be with my knee – my doctor actually suggested I take an extra couple of weeks off. However, after some discussion and some instruction how I can continue to do exercises while at work, he agreed to let me return to work "as tolerated" – I am getting around good, albeit slowly and will work in leg exercises during the day. I will continue to have therapy 3xs a week and will be scheduling these as late as possible in the day.
- Some of you may not have heard but I injured my back during thanksgiving week and I'm currently under a doctor's care for that. At this time they are treating it as an irritated sacroiliac joint and I return to see the back doc on Monday. For now, I'm following the docs recommendation for heat/ice, pain meds and back brace. Having had a similar injury in 2001 that resulted in back surgery, I'm just being very cautious at this point and will know more on Monday.

While this process took a bit longer than I anticipated, I am anxious to get back ☺ and look forward to being back in the school buildings.

Thank you all for your concern, support and prayers – they tell me that I will reach the point where I'm glad I had the knee surgery but that remains to be seen ☺☺

Cindy

Cindy Spenner
Technology Education Services/Webmaster
Bishop Heelan Catholic Schools
712.253-8061

BILLED ENTITY APPLICANT Reimbursement Form

Billed Entity Name BISHOP NEELAN CATHOLIC SCHOOLS

Billed Entity Number 16030310

Contact Name Cindy Spenner

Applicant Form Identifier BHGS2014

Block 3: Billed Entity Certification

I declare under penalty of perjury that the foregoing is true and correct and that I am authorized to submit this Billed Entity Applicant Reimbursement Form on behalf of the eligible schools, libraries, or consortia of those entities represented on this Form, and I certify to the best of my knowledge, information and belief, as follows:

- A. The discount amounts listed in Column (14) of this Billed Entity Applicant Reimbursement Form represent charges for eligible services delivered to and used by eligible schools, libraries, or consortia of those entities for educational purposes, on or after the service start date reported on the associated Form 486.
- B. The discount amounts listed in Column (14) of this Billed Entity Applicant Reimbursement Form were already billed by the service provider and paid by the Billed Entity Applicant on behalf of eligible schools, libraries, and consortia of those entities.
- C. The discount amounts listed in Column (14) of this Billed Entity Applicant Reimbursement Form are for eligible services approved by the fund administrator pursuant to a Form 471 Funding Commitment Decision Letter.
- D. I recognize that I may be audited pursuant to this application and will retain for five years any and all records that I rely upon to fill in this form.
- E. I certify that, in addition to the foregoing, this Billed Entity Applicant is in compliance with the rules and orders governing the schools and libraries universal service support program, and I acknowledge that failure to be in compliance and remain in compliance with those rules and orders may result in the denial of discount funding and/or cancellation of funding commitments. I acknowledge that failure to comply with the rules and orders governing the schools and libraries universal service support program could result in civil or criminal prosecution by law enforcement authorities.

15. Signature of authorized person Signed electronically by CINDY SPENNER

16. Date 10/6/2016

17. Printed name of authorized person CINDY SPENNER

18. Title or position of authorized person EDUCATIONAL TECHNOLOGY COORDINATOR

19. Telephone number of authorized person 712-2638061

20. Address of authorized person 3030 JACKSON STREET, SIOUX CITY IA 51104

Spenner, Cindy

From: Erate_bearforms <Erate_bearforms@VerizonWireless.com>
Sent: Thursday, October 15, 2015 1:20 PM
To: Spenner, Cindy
Subject: Bear form online INV#2258521, FRN#2613311

For Bear form online INV#2258521, FRN#2613311, the Total Amount for Service exceeds the Verizon Wireless billed amount total. Please provide additional account number(s) or revise Bear form amounts. If you need assistance with your invoices – please contact our customer support team at 1-800-922-0204.

Thank you,

Ivan

Verizon Contact info
866-221-4123

Sheena

11/24/2015

erate@verizonwireless.com

Account #

FRN
BEAR 470 info

Verizon July 2014 – June 2015

Access, taxes

Spenner, Cindy

From: sldnoreply@sl.universalservice.org
Sent: Monday, October 26, 2015 9:31 AM
To: Spenner, Cindy
Subject: SLD Inquiry #: 22-856354 Received

Thank you for using Submit a Question. This message serves as a receipt confirmation of your submission.

The case number for your submission is 22-856354.

Please refer to this case number in subsequent contacts regarding this issue. Note that we may need to ask you for additional information to completely answer your question or fulfill your request.

If you still have questions about this issue after you review our response, please call us at 1-888-203-8100. Please do not reply to this message or to our response, as replies go to an unattended mailbox.

If you have a new question or issue, please submit another question and we will create a new case number to address it.

If you need program information, you can visit the SLD web site at www.usac.org/sl.

Thank you.

Following is the information you submitted:

*[FirstName]=Cindy [LastName]=Spenner [JobTitle]=Educational technology
[EmailAddress]=Cindy.spenner@bishopheelan.org [WorkPhone]=7122538061 [FaxPhone]=7122528086
[PreviousCaseNumber]=0 [FormType]=Invoice Extension [Owner]=DEADLINEEXTENSIONS
[DateSubmitted]=10/26/2015 10:26:00 AM [AttachmentFlag]=N[BenOrSpinNumber]=16038318
[SPIN]=143000677 [ApplicationNumber]=961762 [FRN]=2613311 [SubmitDate]=10-26-15
[Question2]=Was notified by verizon on 10/15/15 that they needed more details to approve our BEAR form -
i'm requesting an extension due to the fact that i'm on medical leave until mid nov - i can provide
documentation if needed I would like an extention until 11/28/15 to complete this required info. thank you Cindy
Spenner 712-253-8061*

Spenner, Cindy

From: admin@portal.usac.org on behalf of EPC Application Administrator
<EPC.Application.Administrator@usac.org>
Sent: Monday, October 26, 2015 9:43 AM
To: Spenner, Cindy; Spenner, Cindy
Subject: EPC Notification - Case #21414 has been modified

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: ERATE



Hello,

Additional Information regarding case # 21414 has been provided. Please review the case and take appropriate action.

[Click here to view the case dashboard](#)

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email

This message has been sent by EPC

Taylor, Jessica

From: Spenner, Cindy
Sent: Wednesday, November 25, 2015 1:23 PM
To: Taylor, Jessica
Subject: Fwd: Verizon total 2014-15

Can u print this for me

Sent from my iPhone

Begin forwarded message:

From: "Bomgaars, Dawn" <dawn@bishopheelan.org>
Date: November 24, 2015 at 3:36:28 PM CST
To: "Spenner, Cindy" <spennerc@bishopheelan.org>
Subject: RE: Verizon total 2014-15

Over thought myself again!
\$12,497.60 total (less equipment only)

From: Spenner, Cindy
Sent: Tuesday, November 24, 2015 3:08 PM
To: Bomgaars, Dawn
Subject: Re: Verizon total 2014-15

I need taxes included

Sent from my iPhone

On Nov 24, 2015, at 2:58 PM, Bomgaars, Dawn <dawn@bishopheelan.org> wrote:

The total charges were \$11,918.99 for the year – this was before any taxes and less any equipment

Dawn Bomgaars
Staff Accountant
PH: 712-252-1350
Fax: 712-252-9086
BomgaarsD@BishopHeelan.org

Spenner, Cindy

From: Spenner, Cindy
Sent: Saturday, November 28, 2015 4:25 PM
To: 'Jacobs, Pam [IDOE]'
Cc: Spenner, Cindy
Subject: RE: EPC Notification - Case #21414 has been modified

Pam,
I'm trying to work on this issue with our 2014 filing - I submitted the request for the extension but when I went into the portal I can't find any details. I called Verizon last week and found out I need to get a total for our bills from July 2014 to June 2015. Apparently the number that was approved for funding was more than we qualified for. I got the updated info from our business manager on wed and wanted to see what my next step is. Do I simply file another BEAR form with the corrected info?

I'm sorry to be so confused on this but I'm still dealing with health issues - my knee is not progressing and then I developed back issues that had me unable to move from last wed till Friday. I got into Urgent Care Friday morning and while they think it is only a pinched nerve due to exercises I'm doing on a cpm machine for my knee, they increased my pain meds and I have to go back to doc on Monday for either xrays or an MRI to confirm I don't have a ruptured disk (I had one back in 2001 and that is what scares me because this pain seems very much the same.)

All that said, can you call me Monday morning as I'm not sure of what my next step is so correct this error. I have never had an issue when filing the BEAR. If you need to look in the portal under my login to see if I'm missing something, my login is: cindy.spenner@bishopheelan.org PW: Bhcs1018

Thanks so much for your support.

Cindy

Cindy Spenner
Technology Education Services/Webmaster
Bishop Heelan Catholic Schools
712.253-8061

-----Original Message-----

From: Jacobs, Pam [IDOE] [<mailto:Pam.Jacobs@iowa.gov>]
Sent: Wednesday, October 28, 2015 3:34 PM
To: Spenner, Cindy
Subject: RE: EPC Notification - Case #21414 has been modified

Keep the e-mail. It is the receipt that they got your "Submit a Question" inquiry. Once you get into EPC, you'll have more details.

Pam
Pamela Pfitzenmaier Jacobs, Ph.D.
Iowa E-rate Coordinator
Iowa Department of Education
Grimes Office Building
Des Moines, Iowa 50319
515 975 0071

From: Spenner, Cindy [spennerc@bishopheelan.org]
Sent: Wednesday, October 28, 2015 3:13 PM
To: Jacobs, Pam [IDOE]
Subject: FW: EPC Notification - Case #21414 has been modified

Pam –

I need to go to therapy – I got this message I think is in response to my request for an extension. When I click on the link it goes to the new portal – do I need to go to USAC and sign up first.

I'm trying to get caught up on this so any help you can provide me would be great.

I will be home from therapy in about 2 hours if you need to call me.

Thanks so much

Cindy

Cindy Spenner
Technology Education Services/Webmaster
Bishop Heelan Catholic Schools
712.253-8061

From: admin@portal.usac.org [mailto:admin@portal.usac.org] On Behalf Of EPC Application Administrator
Sent: Monday, October 26, 2015 9:43 AM
To: Spenner, Cindy; Spenner, Cindy
Subject: EPC Notification - Case #21414 has been modified

[http://www.usac.org/_res/images/template-images/logo.gif]

Hello,

Additional Information regarding case # 21414 has been provided. Please review the case and take appropriate action.

Click here to view the case dashboard<<https://portal.usac.org/suite/tempo/records/type/R-ghyQ/item/iOBDUvg2DtnG8p1r8NNjTVSlo-KN9QHqIFVNnNFXp2SXZ0JVDG0Df6KLM4uCqI/view/summary>>

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email
This message has been sent by EPC